

## JOB DESCRIPTION

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| <b>Job Title</b>               | Adviser (Health and Social Care)                            |
| <b>Reporting to</b>            | Advice Manager  |
| <b>Line Manages</b>            | NA  |
| <b>DBS check requirements:</b> | Basic   |
| <b>Location:</b>               | Avonmore Road, London W14 8RR (Hybrid Working) or Homebased |

## JOB PURPOSE

To provide information, specialist advice and support to older people, and their support networks, on Health and Social Care and a range of issues which impact the older person's quality of life; Adopting a person-centred and holistic approach, providing rights-based information and advice as well as enabling older people facing financial hardship to access the support, advice and help they need to manage their affairs.

## KEY RESPONSIBILITIES

### Advice

- Provide detailed:
  - telephone/video/email advice for people throughout Britain aged over 65, their carers, and support networks.
  - rights-based advice on a range of issues relating to later life including generalist level advice on welfare benefits and housing.
- Provide advice:
  - on complex situations relating to social care, health services and managing affairs in later life.
  - eligibility for financial support to pay for care services; including the financial assessment through Social Services and eligibility for non-chargeable services such as NHS Continuing Health Care.
  - and support with challenging decisions through complaints and appeals.
  - on housing issues affecting older people including for example, housing options, repairs and adaptations.
- Take a person-centred approach, working alongside the individual to identify their priorities and concerns, connecting them with relevant internal or external services/groups.
- Provide short term follow up/casework support if the person using the service requires it.
- Maintain up to date case records and monitoring information in line with our AQS quality assurance processes and our internal reporting framework.

## Maintain expertise

- Horizon scanning and participating in external discussion forums to understand the changing environment and how this may impact the team's work.
- Undertake any research or training required to ensure we can provide accurate information and advice across Britain as detailed in the annual plan.
- Pilot new and innovative means of providing advice as the service develops.

## Collaboration

- Collect and share evidence of the issues affecting older people including case studies, stories, statistics, and anecdotal evidence.
- Attend cross organisational and external meetings to support Independent Age's policy, influencing and media work and fundraising.
- Carry out checks on information produced for the public on a wide range of topics related to later life.
- Contribute to a regular information bulletin aimed at external community organisations.
- Provide briefings on advice topic areas to relevant staff across the charity.
- Train and support volunteers working within the Advice Service.
- Give talks, run training sessions and presentations as required to groups, internally and externally.
- Work proactively within a team, enthuse and motivate colleagues, suggesting service improvements, sharing responsibilities, and taking the lead on areas of development work for the team whilst communicating with a positive attitude.

## General Responsibilities

- Model and embed Independent Age's values and behaviours.
- Proactively champion equity, diversity and inclusion in every aspect of the role.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

## How we work

At Independent Age, we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - the experience, needs and views of older people are central to everything we do

Compassionate - we listen, care and take action

Expert - our work is evidence-based and solution-focused

Collaborative - we work in partnership to maximise our impact

Accountable - we work with integrity and transparency

Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our EDI Principles into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work.
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.
- develop leaders at every level to act as role models and champions for each other and encourage all staff to embrace these principles and apply them in their work.
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery.
- commit to setting target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

## **PERSON SPECIFICATION**

### **Knowledge and experience**

- Demonstrable knowledge of the law and practice relating to health and social care including working age benefits for people aged 65+ and their carers.
- Understanding of the role of an advice worker and advice practice models, with proven ability to put them into practice.
- Understanding of and ability to provide excellent customer service.

### **Skills and attributes**

- Excellent verbal and written communication skills including the ability to translate complex issues into clear, focused, and understandable language for a range of audiences.
- Strong telephone and digital skills including the ability to quickly establish and build rapport in a remote setting, listen effectively, manage call time and record key details.
- Strong time management and organisation skills shown through the ability to work at pace, prioritise a number of concurrent tasks and meet strict deadlines.
- Ability to work autonomously for both personal and service development.
- Ability and willingness to develop knowledge and personal skills.
- Good IT skills including Microsoft Office packages and confident use of video technology and databases.
- A demonstrable commitment to Equity, Diversity and Inclusion.

### **Ideally you will also have:**

- Experience of case recording in an advice context.
- Experience of working within an advice supervision framework, including quality checks, and acting on feedback.
- Familiarity with the Advice Quality Standard.
- Experience of working with volunteers.
- Good generalist knowledge of a range of issues affecting older people including welfare benefits, Housing, End of Life, Bereavement, and Loneliness.
- Experience of using Salesforce database.